

Co-Design Workshop

By IDRC x WMRCC

Goal of this workshop

- Understand the logistical needs the workers have around scheduling/matching/payments
- Confirm the worker's desires around scheduling/matching/payments - are there other tasks/actions that they want to focus on?

Goal of digital platform in general:

- To retain more earnings of the workers within the co-op, rather than the middle agency

Introductory framing (10min)

- Introduce ourselves
 - Cheryl
 - Michelle
 - IDRC
- Introduce the Platform Co-op project - Michelle
- Introduce the concept of co-design - Cheryl
 - For this project, the most important part of the designs is everyone in this room right now
 - Because today, we'll be coming up with ideas together for an app for your coop
 - We need your experience - Since you all are the experts of your experience as coop workers, we want to come up with ideas and designs these apps together - because at the end of the day, we're not co-op workers and you folks are
- Framing the activity
 - We talked to Iffat and it sounds like one of your goals is to receive a higher cut of your pay than you are currently getting
 - We understand that you're working with an agency that is taking a large cut of your pay for "administrative tasks"
 - One solution would be to take on those tasks yourselves, and we want to explore how an app could help you do that, as well as other tasks that you may currently find hard or that take a lot of time.
 - We want to use this time today to talk about what these tasks are, and come up with ideas on how you'd like to see them change to be better
 - Stop here for questions

Format:

1. Form groups based on their co-ops
 - if the group is large, split into two (ideal size is 3-4 people)
 - Identify a note-taker per group

- Provide [templates](#), sticky notes

Activity instructions

1. What tasks do you want to change? - 30 min

- Together, come up with a few **tasks** that you think could be supported in some way by an app or other digital tools. Write down on your [template](#):
 - What is this task?
 - How is this task happening right now?
 - What is currently hard or challenging about doing this task?
 - How do you want to change it?
 - For example:
 - **Task:** Matching your services with a client
How is matching currently happening right now? Currently being matched by the agency
What is hard about this? Hard because the agency doesn't take into consideration how far we have to travel to the client
How do you want to change it? Want to change it so that we are matched with our client through the app based on distance/location
 - Can anyone else think of one other example from your experience?
- **Possible tasks** to consider (this can be handed out as a piece of paper, and announced)
 - These are just to help give you some ideas if you're stuck, you **do not** have to use them
 - Scheduling
 - Getting paired with a client
 - Getting paid
 - Invoicing
 - *"It sounds like when we talked to Iffat that scheduling and matching and payment is top of mind. However, if there's another part of your work that you're not happy with, or think that an app could help you with, you can write about that too."*

2. Prioritize with your co-op (10 min)

- Come together with your co-op, share what you wrote
- Rank the tasks - pick 3 most important tasks for your co-op to be able to have in an app
- Write down "1" "2" "3" on these papers
- Pick 1 person to present the idea back to the group and present

3. Share with everyone (10-30 min) :

- *Framing: “We’re going to have to stay really focused today, so we ask everyone to keep it quick so that we can all share”*
- Share back with the larger group:
 - Your co-op’s TOP priority, and what you’d like to change about that
 - List off the 2 other priorities
- *Alternative: Share with another group, 10 min*

Wrap-up

- Thank you everyone for sharing
- Your ideas have been very valuable
- Now that we have these tasks, Iffat and the group will look at them and see what everyone’s top priorities are, so that we know what to put in the app
- Here’s a sign up sheet if you are interested in attending the next workshop, to design this app together

Facilitator jobs:

- Before session
 - Hand out templates at each table
 - Hand out pens and papers
- During activities
 - Go around and answer questions
 - Keep the time
 - Notify people when they’re halfway through
 - Notify people with 5 min left
 - Notify people when they’re about to put their pens down
- During sharing
 - Take notes of what people are saying
 - Keep time
- After session
 - Collect templates
 - Clean up